

INSTRUCTIONS FOR COMPLETING THE STANDARD OUTCOME MEASURES FORMS

Each grantee providing Lead Agency services must include the relevant **Standard Performance Goals and Outcome Measures Forms** in its grant application. Standard Performance Goals and Outcome Measures are required for **each service that appears on a separate service line in the grantee's Department of Aging and Community Living grant application budget**. The Performance Goals and Outcome Measures Forms are found on the following pages.

Please use the link below for more information on the Administration on Community Living Performance Outcome Measures:

[Performance Outcome Measurement Project \(POMP\) | ACL Administration for Community Living](#). The website has sample survey instruments that must be used to gather and analyze performance outcome data. Successful applicants will utilize the following survey templates on the "instruments" section of the website:

- Community Dining Sites Survey Instrument
- Transportation Survey Instrument
- Additional Services Module for other services

The grantee must complete the applicable forms below by adding the following:

- Name and title of the responsible person
- Department of Aging and Community Living funds (do **not** include the grantee match) the grantee has budgeted for the services that comprise the activity

Definitions

Target Results: The target results are what the program is working to achieve during the fiscal year.

Actual Results: The actual results are what the grantee achieved during the fiscal year based on actual client statistics.

Outputs and Demands: Outputs and demands are the statistics the grantee records to determine whether the target results have been met.

Responsible Person: The name and title of the person or people responsible for ensuring that the target results are met.

FY 2024 Budget: The amount of Department of Aging and Community Living funds budgeted for the services comprising this activity.

Submission of Outputs, Demands, and Actual Results Data to the Department of Aging and Community Living

The demands and outputs, which allow a grantee to calculate actual results, are based on the fiscal year 2024 data. Therefore, the demands, outputs, and actual results are recorded on the forms once the fiscal year has ended and client data has been collected and tabulated for the year. ***The completed forms must be sent to the Department of Aging and Community Living at the conclusion of the fiscal year. Grantees will be notified of the date that the forms are due. Additionally, there may also be monthly reporting requirements, but grantees will be notified at a later date.***

Putting Systems in Place to Track Results

The system for using relevant measurement tools, collecting and recording output and demand data, and tracking results must be in place at the beginning of the fiscal year so that the data will be available to determine whether the target results were met for the year. Progress should be monitored periodically. Data and worksheets must be maintained and made available to Department of Aging and Community Living staff, upon request, for monitoring purposes.

Recording Outputs and Demands

Some outputs and demands, specifically the number of clients receiving a particular service, are provided by CSTARS based on the client data entered by grantees. Other outputs and demands based on the number of participants screened and reassessed, the results of screenings and reassessments, the length of time a client has received service, and the results of customer surveys and training evaluation forms must be tracked by the grantee.

The nutrition performance measures require screenings and follow-up screenings. Nutrition follow-up screenings on high-risk clients should occur at six-month intervals. All clients receiving reassessments within the fiscal year should be included in the calculations to determine what percentage of clients had improved nutrition or healthy lifestyle scores upon reassessment.

Service longevity spreadsheets required for most in-home and continuing care service performance measures must list the clients in the program and track their service use during the fiscal year. Clients who receive service throughout the fiscal year are counted as having remained in their homes for the year. Clients, who stop service ***temporarily*** during the year for situations such as hospitalization, may still be counted as remaining in their homes.

Customer surveys, required by most community-based service performance measures, must be completed prior to the end of the fiscal year, allowing enough time for responses to be received and tabulated, and included in the calculations to determine the actual result.

Calculating Target Results

Example Nutrition Services: 5% of seniors identified as being at high nutritional risk will experience an improvement in their nutritional status based on an improved nutritional risk score.

- **Demand**
 - 250 participants at high nutritional risk received follow-up screening (will be lower than the number assessed at high risk because some may have dropped out of the program or follow-up screening was not possible for a variety of reasons)
- **Output**
 - 50 participants who received follow-up screening had an improved nutritional risk score (improved by one or more points)
- **Actual Result Calculation = output divided by demand, i.e.**
 - $50/250 = 20\%$ improved
- **Actual Result 20%**

Example Day Care: 50% of seniors receiving day care services will remain in their homes for one year.

- **Demand**
 - 100 participants received day care services
- **Output**
 - 50 participants received services for one year (participants who stop services *temporarily* may be counted)
- **Actual Result Calculation = output divided by demand, i.e.**
 - $50/100 = 50\%$ remained in their home for one year
- **Actual Result 50%**

Example Community-based Services (i.e., Congregate Meals, Nutrition Education, Nutrition Counseling, Recreation, Counseling, Transportation to Sites): 10% of participants will report that the services enable them to maintain an active and independent lifestyle.

- **Demand**
 - 75 people responded to this question on the customer survey.
- **Output**
 - 70 respondents reported the services enabled them to maintain an active and independent lifestyle.
- **Actual Result Calculation = output divided by demand, i.e.**
 - $70/75=93\%$ reported that the services enabled them to maintain an active and independent lifestyle.
- **Actual Result 93%**

Service: _____

Performance Goals and Outcome Measures for Health Promotion FY 2024

PROGRAM	COMMUNITY-BASED SUPPORT
Activity	Health Promotion
Activity Purpose Statement	The purpose of the health promotion activity is to provide physical fitness, health screenings, and wellness information to Washingtonians 60 years of age and older so they can increase their awareness of and adopt healthy behaviors.
Services that Comprise the Activity	Health Promotion
Activity Performance Measures	<p><u>Target Results:</u> <u>Actual Results</u></p> <p>75% of health promotion participants will report ____% that health promotion activities increased their awareness of healthy behaviors and led them to adopt one or more healthy habits.</p> <p>(SERVICE AGENCIES OTHER THAN WELLNESS CENTERS)</p> <p><i><u>Measurement Tools:</u></i></p> <p><i>Health Promotion Participants – Customer Survey</i></p> <p><u>Demand:</u></p> <p>____# of health promotion participants responding to customer survey</p> <p><u>Outputs:</u></p> <p>____# of same health promotion participants reporting an increase in their awareness of and practice of healthy habits.</p>
Responsible Person	
FY 2024 Budget (Department of Aging and Community Living share only)	

Agency:_____

Service:_____

D.C. DEPARTMENT OF AGING AND COMMUNITY LIVING
SENIOR SERVICE NETWORK

Performance Goals and Outcome Measures for Community Services FY 2024

PROGRAM	COMMUNITY-BASED SUPPORT
Activity	Community Services
Activity Purpose Statement	The purpose of providing Community Services to Washingtonians 60 years of age and older is to enable them to maintain an active and independent lifestyle.
Services that Comprise the Activity	1) Counseling 2) Transportation (to sites and activities) 3) Recreation/Socialization 4) Individual Socialization 5) Outreach
Activity Performance Measures	<p><u>Target Results:</u> <u>Actual Results</u></p> <p>80% of seniors who receive community-based services will report that they were able to maintain active and independent lifestyles. _____%</p> <p><u>Measurement Tools:</u> <i>Customer Survey and Nutrition Screening Form</i></p> <p><u>Demands:</u></p> <p>____# of community service clients responding to customer survey questions regarding their ability to maintain an active and independent lifestyle.</p> <p><u>Outputs:</u></p> <p>____# of community service clients who report an active and independent lifestyle</p>
Responsible Person	
FY 2024 Budget (Department of Aging and Community Living share only)	

Agency: _____

Service: _____

**D.C. DEPARTMENT OF AGING AND COMMUNITY LIVING
SENIOR SERVICE NETWORK**

**Performance Goals and Outcome Measures for Community Services
FY 2024**

PROGRAM	COMMUNITY-BASED SUPPORT														
Activity	Community Nutrition Services														
Activity Purpose Statement	The purpose of providing Community Services to Washingtonians 60 years of age and older is to enable them to maintain an active and independent lifestyle.														
Services that Comprise the Activity	Congregate meals (Weekday and Weekend) Nutrition Education Nutrition Counseling														
Activity Performance Measures	<table><tr><th><u>Target Results:</u></th><th><u>Actual Results</u></th></tr><tr><td>25% of seniors in congregate nutrition sites identified as being at high nutritional risk will experience an improvement in their nutritional status based on an improved nutritional risk score. (LEAD AGENCIES ONLY)</td><td>_____%</td></tr><tr><td colspan="2"><u><i>Measurement Tools:</i></u> <i>Customer Survey and Nutrition Screening Form</i></td></tr><tr><td colspan="2"><u>Demands:</u></td></tr><tr><td colspan="2">____# of high-risk participants who received follow-up screening for nutritional risk. (LEAD AGENCIES ONLY)</td></tr><tr><td colspan="2"><u>Outputs:</u> (LEAD AGENCIES ONLY)</td></tr><tr><td colspan="2">____# of high-risk participants whose nutritional risk scores improved upon follow-up screening (by one or more points)</td></tr></table>	<u>Target Results:</u>	<u>Actual Results</u>	25% of seniors in congregate nutrition sites identified as being at high nutritional risk will experience an improvement in their nutritional status based on an improved nutritional risk score. (LEAD AGENCIES ONLY)	_____%	<u><i>Measurement Tools:</i></u> <i>Customer Survey and Nutrition Screening Form</i>		<u>Demands:</u>		____# of high-risk participants who received follow-up screening for nutritional risk. (LEAD AGENCIES ONLY)		<u>Outputs:</u> (LEAD AGENCIES ONLY)		____# of high-risk participants whose nutritional risk scores improved upon follow-up screening (by one or more points)	
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FY 2024 Budget (Department of Aging and Community Living share only)															

Service: _____

Performance Goals and Outcome Measures for Literacy and Training FY 2024

PROGRAM	CONSUMER INFORMATION, ASSISTANCE, AND OUTREACH
Activity	Training and Education
Activity Purpose Statement	The purpose of providing training and education to seniors, service providers, and the general public is to increase knowledge, skills, and competency in areas of benefit to seniors.
Services that Comprise the Activity	Literacy Classes Training Classes
Activity Performance Measures	<p><u>Target Results:</u> 80% of the students/training session participants will report that the classes/sessions enhanced their knowledge and/or increased their skills in areas benefiting seniors.</p> <p>15% increase in a number of unduplicated training participants from FY 2020. _____%</p> <p><u>Measurement Tool:</u> Training Evaluation</p> <p><u>Demand:</u> ____ # of students/trainees responding to the training evaluation question regarding enhanced knowledge and/or improved skills. ____ #of unduplicated trainees who attended training in FY 2019</p> <p><u>Output:</u> ____# of respondents who report enhanced knowledge and/or increased skills. ____ # of unduplicated trainees in FY 2020</p>
Responsible Person	
FY 2024 Budget (Department of Aging and Community Living share only)	